



## New Jersey Department of Children and Families Policy Manual

Manual:	NJAC	NJ Administrative Code Excerpts	Effective Date:
Title	10	Human Services	
Chapter	126	Manual Of Requirements For Family Child Care Registration	8/25/2009
Subchapter:	2	Administration Of Sponsoring Organizations	
Section	5	<b>Complaints against a sponsoring organization (N.J.A.C. 10:126-2.5)</b>	

### §10:126-2.5 Complaints against a sponsoring organization

(a) Whenever the Office of Licensing receives a complaint questioning the compliance of a sponsoring organization with the requirements of the Family Day Care Provider Registration Act or of the Manual of Requirements, the Office of Licensing will initiate an investigation of the allegation within 10 working days to determine whether the complaint is substantiated.

(b) The Office of Licensing will notify the sponsoring organization of the results of the complaint investigation within 15 working days after the report of the Office of Licensing's investigation has been finalized. Such notification shall include the results of the investigation, in keeping with the New Jersey Open Public Records Act (N.J.S.A. 47:1A-1 to 4), with the exception of any information not permitted to be disclosed under the State Child Abuse and Neglect Law (N.J.S.A. 9:6-8 et seq.) or other State law.

(c) If the complaint is substantiated or if any violations are cited as a result of the complaint investigation, the sponsoring organization shall abate the violation(s), in accordance with the time frame established by the Office of Licensing.

(d) Any individual filing a complaint against a sponsoring organization may do so anonymously. If the complainant reveals his or her identity, the name of the complainant shall be included in the Office of Licensing's records.

(e) A description of the complaint allegations and the substantiation or non-substantiation of each allegation shall be included in the Office of Licensing's records and shall be available for public review upon completion of the investigation by the Office of Licensing, with the exception of any information not permitted to be disclosed under the State Child Abuse and Neglect Law or other State law.

(f) The sponsoring organization shall cooperate with the Office of Licensing whenever complaint investigations are conducted.

